



PATENT

2151

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING
USING ROUTING AND ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Examiner: Marie C. Ubiles Group Art Unit: 2151
Docket No.: SBL0012US

Austin, Texas
June 10, 2005

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

06/14/2005 HVUONG1 00000025 502306 09895456

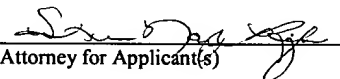
01 FC:1806 180.00 DA

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 10, 2005

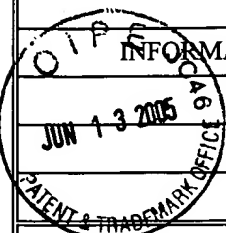

Attorney for Applicant(s)

6/10/05
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai
Attorney for Applicant(s)
Reg. No. 47,026
512-439-5086
512-439-5099 (fax)

U.S. Department of Commerce, Patent and Trademark Office						Atty Docket No.	Serial No.
						SBL0012US	09/895,456
 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)						Applicants	
						Anil Kumar Annadata et al.	
						Filing Date	Group
						June 29, 2001	2151
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,832,203	Dec. 14, 2004	Villena et al.	705	8	
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
Patent Application Publication							
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate
	AK						
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
	AL						
	AM						
	AN						
	AO						
Examiner			Date Considered				
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.							